

Salt Lake Valley Quality Improvement Committee

Attendees: Annette Jan, Arn Stolp, Cheryl Dubach, Diane Moore, Karen Hansen, Mike Hamblin, Misty Butler, Patricia Worthington, Sharon Graser, Kenneth Brown, Carolyn Jensen, Marilee Greenland (minutes)

Excused: Chris Chytraus, Chris Snyder, Curt Hansen, Peggy Jerome, Dawn Prince, Stephanie Steele, Patricia Haslam, Summer Kohl, Margarita Periera, Keri Jones

Visitors: Katy Larson, DCFS (Guest Chairperson); Eric Beidler, DCFS; Kristin Lambert and Julene Jones, the Office of Services Review (OSR).

	Tuesday, April 15, 2008	Review and Action Plan	Follow-up
Dash Board Items:	Staff Retention and Recognition	<p>Eric Beidler led a discussion regarding exit interviews. Eleven employees left Salt Lake Valley Region in the first quarter of the year, four left without giving notice. He was able to interview 55% of the employees. The reasons for leaving are the job, stress, and low pay. He felt the exit interviews may not portray an accurate picture. Job stress is hard to define. Employees indicated their stresses were related to processes and management. About 50% of employees expressed adequately supported by their supervisors and their teams. A good percentage of the younger generation is more centered on their needs and wants than the responsibility of the job.</p> <p>Other issues are there is no career track or step increases as the worker becomes more experienced; unequal caseloads (even though the division is working to make caseloads more equal there is a possibility they are not yet equal).</p> <p>Employees that have degrees in social work are more likely to stay than employees having different degrees (e.g. criminal justice). The average worker stays three years or less.</p> <p>Training and support to prevent burnout was discussed. The region has provided training for employees and supervisors. Employees need to feel safe to share their thoughts about the job.</p>	<p>Questions Are supervisors picking new employees smartly or spending more time training and supporting new employees? Do supervisors visit with workers monthly to staff cases to see if they need help? How adaptable are supervisors to different styles of supervision to meet employees' needs. How much are supervisors investing in employees?</p> <p>Suggestions Interview the supervisor to get their view of the reasons the employee was leaving. Have supervisors that retain employees mentor other supervisors.</p> <p>QIC will write a letter to Lisa-Michelle, Duane and the legislature supporting a plan for employee step increases for employee longevity. Katy will talk to Chris Chytraus about drafting a letter for the next meeting.</p> <p>The State office is working on a survey right now. The region is planning anonymous questions monthly (via website).</p>

	CPS Missed Priority Timeframe	For this quarter 14% were missed. Interestingly, this same quarter last year was 14% and all of 2007 was 14%. On priority 1&2 (most urgent cases) the missed priority was only .03% for this quarter.	Need to get more data. Data requested: Time frame of missed priority (e.g. a couple hours, days). Also, the urgency of the missed priority (e.g. priority 1, 2, 3, 4). How does Salt Lake Valley compare with the whole state?
	Re-Entry into Foster Care		
	Foster Care Placement Stability		
	Cases involving drugs or alcohol		
Public Relations:			
Studies:			
CPS Issues:			
QCR Participation:		<p>Kristin Lambert and Julene Jones from OSR presented data from the Qualitative Case Review (QCR). Salt Lake Valley Region had 72 cases reviewed. There will be a 50 page report out soon, hopefully by the first of May. It can be viewed at: http://www.hsosr.utah.gov/</p> <p>The review showed that children were safe, and the long-term view is being addressed more. Both Salt Lake and Western region did well in the review.</p> <p>The number one priority is placement stability. Wendy Hamner will be heading the task force that the committee suggested for placement. The task force will include the members of the QIC, the Foster Care Foundation, as well as employees from the Christmas Box House, and community partners.</p> <p>The next review for Salt Lake Valley will be in Sept and October of 2008. We would love to have community partners from Salt Lake participate. Please see if you can clear your schedule. It would be a two day commitment plus one day of training.</p>	

QCR Participation continued		Also, please talk to other that you think might be interested in participating.	
Fatality Review:			
Other Business:		New meeting location Brochures to introduce people to the Quality Improvement Committee.	Most members thought it was equal to the Holladay office. Will be sent to sent to members to hand out to people they believe might be interesting in serving on the committee